

**SCTR's Pune Institute of Computer Technology (PICT)**

**COUNSELLING CELL**

# **STANDARD OPERATING PROCEDURES**



## INTRODUCTION:

The college years are a time of accelerated growth, significant challenges, and sometimes considerable stress. The Student Counselling Service at PICT is set up to help the student community to address variety of concerns that arise during the college years. The Cell provides opportunity to students to address these concerns and problems with the guidance by trained and professional personnel in a confidential setting.

Student Counselling Cell is offering support to students in the following areas:

### PERSONAL COUNSELLING

#### a. Objectives:

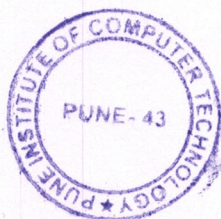
- To provide quality mental health care to the student community.
- To help students to develop their coping skills.
- To guide students to appropriate centres/personnel for therapeutic support (if necessary).

#### b. What does personal counselling mean?

- Supportive one-on-one counselling services
- Providing referrals

#### c. Issues addressed:

- Relationship and adjustment issues.
- Stress related concerns.
- Issues relating to self-esteem and personal growth.
- Body image and eating disorders.
- Substance abuse and other addictions.
- Depression and suicidal tendencies.





## CRISIS MANAGEMENT

### a. Objectives:

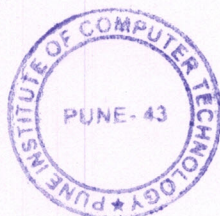
- To offer immediate and short-term intervention during personal crises
- To guide students to appropriate centres / personnel for long term therapeutic support (if necessary)

### b. What does crisis management mean?

- Mobilize immediate action during crisis.
- Telephonic and online support.
- Short term supportive counselling.

### c. Issues addressed:

- Suicide cases
- Clinical depression
- Substance abuse
- Other stress related crises





### Who can seek help for Counselling?

- All students and staff of PICT.

### Who can be contacted on campus?

- The campus has a Counsellor who will be responsible for coordinating all counselling services. The students / staff may contact the counsellor directly and seek appointment.
- In the beginning of each academic year an orientation will be conducted about Counselling. The telephone number of the Counsellor is provided to the students availing of this service to contact in case of emergency.

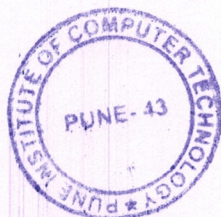
### How do one contact Counsellor?

#### Procedures:

- Students/staff can approach the counsellor directly and register to avail facilities offered.
- Students can also be referred to the centre by parents, faculty or peers. The counsellor can then take up the case.
- The student and the counsellor will initially discuss the general and specific concern areas outlined by the student.

### Documents maintained by the Counsellor:

- All documentation linked to counselling- brief case histories, progress chart, etc.





### Confidentiality policies:

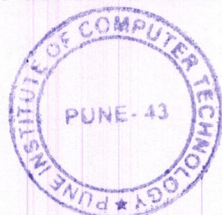
- The policy of the Counselling Cell is to maintain the confidentiality of interaction, information of the client and also to follow the ethical principles of counselling professionals.
- The counsellor will not speak with parents, teachers, friends, or anyone else about their concerns without the permission of the respective student.
- There are very rare exceptions - in situations involving danger to life (e.g., suicidal tendencies in a student); safety issues of the student (e.g., Sexual abuse) or situations involving legal procedures (e.g., court orders).
- It often happens, though, that problems can be solved more effectively if the family and peers are involved. Many students find it very helpful for their counsellor to speak with a parent, a faculty member or even a friend. In such a situation the counsellor may, with the permission of the student, involve any one or all of them. This would be decided on individual case requirements with the comfort of the student getting the highest priority.
- The documents that counsellors have, such as case histories will also be maintained confidentially.

### Assessment policies:

- At times, the counsellor may be required to administer certain psychometric tests. These tests can be done to understand the concerns of the students in a clearer way. The assessments can even be psycho-educational in nature.

### Referral policies:

- Adjustment issues cause psychological distress like low confidence, self esteem issues, inferiority complex, communication issues, loneliness, adjustment to new environment. In case of language adjustment issue, cases will be referred to Head of Department or respective Mentors for conducting workshops to assist students.





- Physiological deficiencies like B12, D3, Iron, Haemoglobin cause low mood, fatigue, concentration issues, emotional outbreaks. Counsellor will refer student for Blood check-up outside the campus. To be followed up with their Physician.
- In case the student is required to undergo the tests or procedures for example: formal psychological, psychiatric, or neurological evaluations; intensive or extensive outpatient psychotherapy; specialized treatment programs such as for alcohol or drug treatment or eating disorders etc. may be referred to the concerned expert/facility.

*Manishkarajkar*

Student Counsellor

*[Signature]*

Principal

Principal

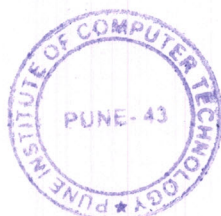
*[Signature]*

Director

Director

SCTR's Pune Institute of Computer Technology

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## FAQ'S

1. Am I eligible to use the Counselling Centre?

If you are a student/staff of PICT, you are eligible to avail counselling services.

2. What are the issues that I can ask the counsellor?

You can talk to the counsellor about any personal issues, psychological or mental well-being related issues or any other issue that is important for your wellbeing. The list of issues that can be considered have been outlined in pages 2 and 3.

3. What should I do in an emergency?

You can contact the Counsellor of your campus immediately. If you are not able to contact him or her, you could contact any of the other Mentors or HOD listed by the College.

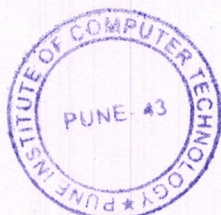
4. Are there any charges for services?

There are no charges for the services offered in the campus. For psychometric assessments, a nominal fee (approved by the university) has to be borne by the counselee.

In cases where expert external services to be availed by the counselee, as per the suggestion made by the PICT Counsellor or any other expert known to you then the cost of the same is to be borne by the counselee. The payment has to be made directly to the professional practitioner or Institution.

5. How do I know where to go for help?

The counselling facilities and services are available on campus. There is a room designated for the same. Counsellor will be available based on the schedule provided earlier. You can contact the counsellor and fix an





appointment. You can even talk to your faculty and they can fix up an appointment for you.

6. If I come in to see a counsellor, I don't want my parents /friends to know. Will you have to tell them?

If you meet the counsellor, the interactions and the documentations will be confidential. However, the counsellor, in certain cases may want to call your parents/teachers or peers to enhance the effectiveness of the sessions. However, this will be done only with your permission. Regarding other confidentiality issues, kindly read our section on Confidentiality Policies.

7. Will I get psychotherapy at the Counselling Centre or off campus?

You will be offered only supportive counselling in the campus. Long term psychotherapy and specialized services can be availed from external expert/facility as suggested by the PICT Counsellor or known to you.

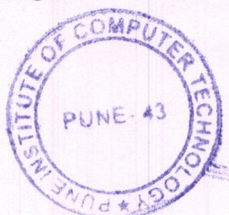
8. Does the Counselling Centre prescribe medication? If I already have a prescription for medication and all I need is someone to refill it, can I do that at the Counselling Centre?

No, the counselling personnel on campus are not medical practitioners and therefore will not be able to prescribe medication nor do refills.

9. What are the operating hours of the Counselling Centre?

The counselling facilities are open to the students in the campus. We request you to contact the coordinators. The operating hours are displayed on the notice board.

10. How long does it take to get an appointment?





It should not take too long. However, it may happen that you may have to wait for your turn to consult the counsellor. In case of emergency, short intervention will be made available and subsequent appointment given.

11. I think my friend needs help. How do I get him/her to come in to see you?

Just talk to your Counsellor or coordinator in your campus and register your friends' name. It is as simple as that!

